

NationsBanc Services, Inc.  
VA2-125-02-09  
8011 Villa Park Drive  
Richmond, VA 23228-2332

99-00063

**NationsBank**

REC'D TN  
REGULATORY AUTH.  
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OFFICE OF THE  
EXECUTIVE SECRETARY

February 12, 1999

Honorable Melvin Malone, Chairman  
Honorable Sara Kyle, Director  
Honorable Lynn Greer, Director  
Tennessee Regulatory Authority  
VIA FACSIMILE 615/741-5015

and overnight courier to  
460 James Robertson Parkway  
Nashville, TN 37238

RECEIVED  
MELVIN MALONE  
FEB 16 1999

Re: CSA TN-97-4133-04

TN REGULATORY AUTHORITY

Dear Directors:

This is to confirm that Bank of America Technology and Operations, Inc., f/k/a NationsBanc Services, Inc. ("the bank"), requests your approval of the above-referenced Contract Service Arrangement, negotiated by the bank with BellSouth Telecommunications, Inc. This CSA is important to the bank because it incorporates discounted pricing and other negotiated terms. The agreement already has been approved in four states in addition to Tennessee.

Thank you for your consideration of this matter.

Respectfully submitted,



Hugh M. Cowart  
Vice President



A subsidiary of NationsBank Corporation